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1900 Main Street, Sixth Floor
Irvine, California 92614
Phone: (949) 567-2300
Fax: (949) 567-6600

FACSIMILE TRANSMITTAL FORM

To: Nikki Black	Fax Number: 703-308-7749	Phone Number: 703-308-1202
From: Paul Veravanich	Fax Number: 949-567-6600	Phone Number: 949-567-2326
Re: Oath/Declaration for 09/437,833	Date/Time sent: 5/31/00 2:28 PM	No. of Pages: 5 (incl. cover)
Application No.: 09/437,833	Client Matter No.: 233/265	

If you do not receive all of the pages, please call Tillie at (949) 567-2300, extension 1114.

Notes/Comments:

Nikki -

Thank you for returning my call today. As we discussed, attached is the signed declaration that we submitted pursuant to the Notice to File Missing Parts mailed to us on 12/10/1999. Please let me know if you require anything else.

Sincerely,



Paul Veravanich

PS. I am also including the Notice of incomplete reply we recently received from you.

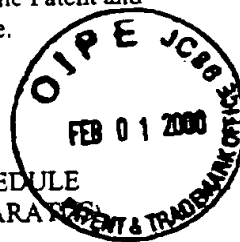
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Please acknowledge receipt of the following by affixing hereon the Patent and Trademark Office date stamp and returning this card to our office.

Applicant: Cameron T. Cook et al.
 Serial No.: 09/437,833
 Filed: November 9, 1999
 For: EMPLOYEE SCHEDULING AND SCHEDULE
 MODIFICATION METHOD AND APPARATUS



NOTICE TO FILE MISSING PARTS

Attorney(s): Chad W. Miller
 Docket No.: 233/265
 Date of Deposit: February 1, 2000
 Enclosure(s): (1) Transmittal Sheet, (2) Declaration, (3) Power of Attorney;
 (4) Assignment to West Teleservices Holding Company; (5) Recordation Cover Sheet;
 (6) Copy of Notice to File Missing Parts of Application Form
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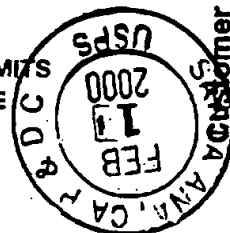
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FROM: (PLEASE PRINT) LYON & LYON 1700 MAIN ST FL 6 IRVINE CA 92614-7200 Chad W. Miller West Teleservices 233/265	TO: (PLEASE PRINT) Box Missing Parts Assistant Commissioner for Patents Washington, D.C. 20231
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FORMALITIES LETTER



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APPLICATION NUMBER	FILING/RECEIPT DATE	FIRST NAMED APPLICANT	ATTORNEY DOCKET NUMBER
09/437,833	11/09/1999	233/265	233/265

LYON & LYON LLP
SUITE 4700
633 WEST FIFTH STREET
LOS ANGELES, CA 900712066

Date Mailed: 05/26/2000

NOTICE OF INCOMPLETE REPLY (NONPROVISIONAL)

Filing Date Granted

The U.S. Patent and Trademark Office has received your reply on 02/01/2000 to the Notice to File Missing Parts (Notice) mailed 12/10/1999 and it has been entered into the nonprovisional application. The reply, however, does not include the following items required in the Notice.

The period of reply remains as set forth in the Notice. You may, however, obtain EXTENSIONS OF TIME under the provisions of 37 CFR 1.136 (a) accompanied by the appropriate fee (37 CFR 1.17(a)).

A complete reply must be timely filed to prevent ABANDONMENT of the above-identified application.

- The oath or declaration is missing.

A properly signed oath or declaration in compliance with 37 CFR 1.63, identifying the application by the above Application Number and Filing Date, is required.

*A copy of this notice **MUST** be returned with the reply.*

U. Black

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Initial Patent Examination Division (703) 308-1202

PART 2 - COPY TO BE RETURNED WITH RESPONSE